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No. 45 December 1993 Oppenheimer Software

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This is the forty fifth edition of the Periodic Electronic Newsletter (PEN) for MCI Mail users assigned to Oppenheimer Software (MCI Mail agency NY4). You may respond to the PEN by typing ANSWER at the COMMAND; line that appears after you read this. This mailbox (218-0241) is toll free - you may write to it as often as you wish, at no charge! (Please note that you may order a toll-free mail box - contact Oppenheimer Software for more information.)

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>>>>>>>>>>>>>>>>>>>
WORD FROM THE EDITOR
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This issue of the PEN Newsletter was scheduled to focus on Telecommuting. We were going to explore some of the ways that many MCI Mail "road warriors" use many of MCI Mails services to keep ahead of the competition and on top of the market.

However, the release of MCI Mail Express lite is of such importance that we've elected to move the Telecommuting discussion to an upcoming PEN.

>>>>>>>>>>>>>>>>
1-800-I-WANT-MCI
>>>>>>>>>>>>>>>>

A new toll free *fax* number is available for anyone wanting to set up accounts on MCI Mail:

1-800-I-WANT-MCI (1-212-787-2416 outside the USA)

The fax should include the name, address, phone and fax numbers of the requester. Typically, the account will be activated the following business morning. To help the new subscriber, a four page fax will be returned with the account information and basic starting instructions.

You can also use the NEWUSER script described below. However, this toll-free fax number can be used by anyone with access to a fax machine.

>>>>>>>>>>>>>>>>>>>>
NEED ANOTHER MAILBOX?
>>>>>>>>>>>>>>>>>>>>

The NEWUSER script has been used by hundreds of people to set their friends, associates and clients up on MCI Mail, add new mailboxes to existing accounts, or to request information on behalf of a colleague.

If you have a friend across town, or in another country who wants to benefit from electronic mail, or if you know of someone who tediously sends faxes out from a fax machine and is looking for a better way, or someone who sends letters and memos by overnight courier and would like to save some money, you can help them by introducing them to MCI Mail.

To use this feature, at the Command; prompt, type:

CREATE USING NEWUSER {ENTER}

Answer all questions, and follow the instructions at the end of the SCRIPT. You will be notified when the new mailbox/account is active.

Note. . . If you access MCI Mail via MCI Mail Express, or a LAN gateway, you may send the name, address and phone and fax number of the referral to mailbox 218-0241, or you may fax this information to 212-787-2416. We will contact them immediately and arrange for the account or mailbox.

Additionally, the *FAX* number 1-800-I-WANT-MCI is available for anyone looking to request information or establish an account for themselves.

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
NOW YOU CAN SEE THE LITE - FOR FREE
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>

Your communications program is like the dashboard of your car.... it is your interface to the engine. If the controls are not easy to use, then by default, neither is the car.

For many users, Procomm, Smartcom, Crosstalk, Bitcom, Telix, Windows Terminal, and a myriad of other respected, general purpose communication

programs for the PC have been the interface to MCI Mail since they started using e-mail. These programs were used because they frequently came for free with the modem or the computer. For many users, it was learn at first sight.

These users have had to learn all about modem configurations, Kermit or ZMODEM file transfer commands, DOS path and filename conventions for message retrieval, etc. Additionally, they had to learn the online MCI Mail commands, and had to settle for MCI Mails line oriented editor.

MCI Mail is now pleased to announce the availability of MCI Mail Express lite for PC's - everything you wanted in a program... and less.

Designed for 286, 386 and 486 systems, MCI Mail Express lite is similar to its big brother MCI Mail Express with a few important differences:

1. MCI Mail Express lite is simpler to use because some of the more advanced features of MCI Mail Express were removed, yet it still retains most of the functionality

2. MCI Mail Express lite comes with an on-disk manual - no manuals to take up shelf space, and no manuals to take up landfill space years from now

3. MCI Mail Express lite is *FREE*

If you have been using one of the general purpose programs mentioned above, think about what is awaiting you:

o Support for all MCI Mail delivery options including email, fax, telex, hardcopy, and X.400 ADMD specific addresses.
o MNP error correction, even if your modem does not have MNP built in
o Personal Address book
o Three terminal types: MCI Mail login, scripted, and ASCII
o Support for COM ports 1-4
o Support for printer ports LPT 1-3 & COM 1-4
o User friendly, hints and help sections
o Ability to create folders within folders
o Folder directory tree display
o NO message limit in folders (limited by RAM)
o Separate folder system per user
o Support for 10 mailboxes
o Sort folders by date, To/From, & Subject
o Utility to import Lotus Express system files

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
HOW TO ORDER MCI MAIL EXPRESS LITE
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>

Effective December 15, MCI Mail Express lite will be included in all welcome kits for all new subscribers.

As an existing MCI Mail subscriber, you may order copy of MCI Mail Express lite using either of two options:

If you are using Lotus Express, or using programs such as Procomm etc, and already know how to receive binary attachments, you may order a copy online.... it will be e-mailed to you on the following

evening. To order a copy electronically, please send a message to MCI ID: 394-0918. At the Subject: prompt, type the word: LITE. There is no need to type anything in the "text" portion of the message. You will receive a complete working copy of Express Lite and the electronic manual as an electronic attachment. As an example:
To: 394-0918
Subject: LITE

You may order a floppy disk by calling 1-800-444-6245.

>>>>>>>>>>>>>>>>>>>>>>>>
MCI MAIL EXPRESS LITE Q&A;
>>>>>>>>>>>>>>>>>>>>>>>>

1. WHAT IS MCI MAIL EXPRESS LITE FOR PC'S?
o Express Lite is personal communications software that functions as a "user agent" for MCI Mail, providing access to the MCI Mail network. The program enables PC users to read, compose, send, file, and print messages directly from their computers.

2. WHY WOULD I WANT THIS SOFTWARE?
o Express Lite makes it easier to compose, send, receive and organize messages. It automates time-consuming functions, such as logging onto MCI Mail, creating/editing messages and retrieving incoming messages. It minimizes the effort required to learn and use electronic mail. Additionally, context sensitive help files and an electronic 'hints' section is included with the software.

3. WILL MCI MAIL EXPRESS V2.1 CONTINUE TO SELL FOR $35.00
o Yes. MCI Mail Express v2.1 is an upgrade from MCI Mail Express lite, and includes such features as a spell checker, archiving, macros, forms, DOS shell manager, multiple window, support, auto-print messages, extended search functions, forward group, column mark, address copy, mailing lists, customized poll times, columnar mark and customizable IRQ settings.

4. Will MCI Mail Express lite run on a LAN?
o Express Lite is not a LAN application, but is LAN aware. This means the application can reside on a remote file server, but it is not designed as a shared application. However, messages may be stored on file servers to off-load local filing requirements.

5. I HAVE *ALOT* OF MAIL MESSAGES IN MY EXISTING LOTUS EXPRESS MAILSYS SYSTEM. WHAT DO I DO? HOW DO I GET THEM INTO EXPRESS LITE?
o Express Lite has an import utility called "IMPORT", to be used from the DOS prompt. This allows the user to bring in their existing folders (with the corresponding messages) & system settings into Express Lite.

6. IS EXPRESS LITE FOR PC'S A WINDOWS APPLICATION?
o Express Lite is NOT a Windows Application. It will run smoothly under Windows as a DOS application (Real or Enhanced mode), but is not a Graphical User Interface (GUI) application.

7. WHAT KIND OF DOCUMENTATION/MANUAL/USERS GUIDE DOES EXPRESS LITE COME WITH?

o There is an electronic version of a users guide on every Express Lite diskette in the form of a 'README' file. You may print out the electronic documentation to obtain a hardcopy version. The electronic documentation is also be available on the disk in 3 word processing formats - Word Perfect 5.1, MS Word, and AmiPro.

8. IF I HAVE A PROBLEM WITH MCI MAIL EXPRESS LITE, IS THERE A MAILBOX SOLELY FOR MCI MAIL EXPRESS LITE SUPPORT?
Yes..... MCI Mail Express Lite Support / MCI ID: 633-1799

9. In summary, what features does MCI Mail Express lite offer?
Mouse support:
Use your mouse or keyboard for menu driven functions
Software MNP support
Error correction even on non-correcting modems
Background communications Driver
Only 37K TSR (as opposed to Lotus Express's 220K)
Can be loaded into upper memory
Context Sensitive Hints:
Improved online help feature
Advanced folder features:
Folders Within Folders (tree structured folders)
Directory tree display
Ability to rename folders
NO message limit in folders (limited by available RAM)
Sort by name, date or subject
Separate folder system per user
Message size on summary screen
Long folder names:
Folder name up to 35 characters - no more cryptic folders
Sort Features
Sort the messages and address the way YOU want to
Address Templates
Makes entry of X.400, Internet, fax, etc. addresses very simple
Support for group actions:
Print, move, delete, forward, or copy a group of tagged messages
Selective access of mail
Support for selective retrieval of message from INBOX,
OUTBOX, DESK, TRASH ON or BEFORE a certain date.
Retrieval by SUBJECT and SENDER also supported. Ability
to send only or receive only in a session.

>>>>>>>>>>>>>>>>>>>>>>>>>>>>
MCI MAIL EXPRESS 2.1 UPGRADE
>>>>>>>>>>>>>>>>>>>>>>>>>>>>

MCI Mail has announced Version 2.1 of MCI MAIL EXPRESS for PC's. MCI Mail Express, introduced in early 1993, is a full-featured messaging system that enables you to take advantage of all MCI Mail delivery options, including e-mail, fax, telex, and paper mail.

Whats new in version 2.1?

FEATURE	EXPRESS v 2.1	EXPRESS V 2.0X

New Enhanced Terminal Option	Y	N
Automated Login	Y	N
Scripted Login	Y	N
80 Column Character Display	Y	N
Row/Column Identifiers	Y	N
CGA Color Support	Y	N
Column Mark	Y	N
Customizable IRQ Settings	Y	N

How does MCI Mail Express 2.1 differ from MCI Mail Express lite?

FEATURE	MCI MAIL EXPRESS v 2.1	MCI MAIL EXPRESS LITE
Spell Checker	Y	N
Message Archiving	Y	N
Macros	Y	N
DOS Shell/Manager	Y	N
Multiple Window Support	Y	N
Auto-Print Messages	Y	N
Extended Search Functions	Y	N
Forward Group	Y	N
Column 'Mark'	Y	N
Address Copy	Y	N
Mailing Lists	Y	N
Customized Poll Times	Y	N
Inter-Mailbox Copy	Y	N
Customizable IRQ settings	Y	N

PRICING & DISTRIBUTION

There are two upgrade paths for *EXISTING* MCI Mail Express users.

If you are an existing MCI Mail Express user and only want the upgrade disk, the upgrade is free.

If you are an existing MCI Mail Express user and want the upgrade disk and the printed documentation, the upgrade is $20.00.

If you do not currently have MCI Mail Express and want to order it, its $35.00

Please call 1-800-444-6245 if you would like to order the MCI Mail Express V2.1 or the upgrade to V2.1

>>>>>>>>>>>>>>>>>>>>>>>>
UART TO BE AWARE OF THIS
>>>>>>>>>>>>>>>>>>>>>>>>

Have you ever noticed that you think a lot faster than you can talk? If your mental CPU starts running way ahead of your verbal port, you run the risk of dropping words into your bite bucket, or at least mangling the sentence.

In a similar vein, some new high speed computers (typically a fast 486 or

Pentium system) with a fast modem (typically 9600 baud or faster) may loose data into the perverbal "bit bucket" when engaging in high speed communications by modem. The frustrating thing is that you may experience the problem with some computers and not others - even of the same brand.

Why? Modems (internal or external) are connected to your computer via a serial port. As the name implies, data is sent and received as a stream of bits, much like the pearls on a necklace.

Imagine a scenerio in which someone is putting pearls from a necklace on a small table at the rate of one per second. Your job is to take the pearls off of the small table and to run across the room to put them into different containers depending up the type of pearl, then to come back to the small table to get more. As long as the pearls are put on the small table at one per second and as long as you do not take too much time filing them, no problem. Your little table is acting as a buffer to smooth out the in and out flow of the pearls.

Now imagine that once in a while, it takes longer than expected to grade and store a pearl. The pearls continue to pile up on your small table while you are off across the room. Eventually, they start to overflow onto the floor. If you were using a much larger table to begin with, none of the pearls would have ended up on the floor.

A similar sequence occures in a computer. A special chip in your computer called the UART (Universal Asynchronous Receiver-Transmitter) acts as a buffer between the modem and the CPU. If you are sending a message to MCI Mail, it is sent from the CPU to the UART chip as a steady stream of bits (roughly the baud rate per second). They remain in the UART until the modem "takes" them and sends them over the phone line to MCI Mail.

To add to the problem, modems that have data compression (MNP/5) actually communicate with the CPU at a much faster rate than they do with the modem they are connect to. As such, your 9600 baud modem may actually be communicating with the CPU at 14,400 bits per second.

However, if you are using a fast computer, and your UART is a bit slow, it can overflow with data, and loose some. Most PCs come with a 8250 or 16450 UARTs, and they are subject to these overrun problems. They were built when computers and modems worked at slower speeds.

Are you forced to e-mail in the slow lane? No. You have several options:

1. Ask your computer manufacturer to upgrade your UART to the 16550 UART. Its 16 bit design is oriented towards high speed communications. If your UART is soldered onto the mother board, it will be easier to disable the built in serial port, and to buy a serial I/O board containing the 16550 instead.
2. Buy an internal modem.... most internal modems have UARTs of sufficient speed to support the indended speed of the modem (check the modem specifications if in doubt).
3. Go to a slower baud rate. Going slow with a fast modem can be frustrating, but it is the least expensive of the three options.

>>>>>>>>>>>>>>>
X.400 UPDATE #1
>>>>>>>>>>>>>>>

MCI Mail now offers simplified X.400 addressing!

The current method of X.400 addressing, using EMS and MBX lines, will continue to be supported in addition to expert and structured addressing. As you may already know X.400 addressing referrs to a style of addressing that you use when sending e-mail to people on other e-mail systems, such as Compuserve, AT&T; Mail, etc. The typical X.400 address requires several pieces of information. In the past, MCI Mail has required you to key in not only the addressing information, but also the descriptors of the information. For example, typing "S=" or "SURNAME=" before typing the surname of the recipient.

MCI Mails X.400 Expert Addressing option allows you to enter the entire X.400 address on one line, thereby saving time and keystrokes. The address fields may be entered in any order.

Expert addressing is also useful for non-experts. Since X.400 addresses are often represented on business cards in one horizontal line format, senders may be able to type the address into a message envelope exactly as it appears on the card.

Expert addressing may be used via MCI Mail Express or Express Lite, as long as each address is a maximum of 64 characters. On interactive MCI Mail, you may include up to 132 characters per line. If more characters are needed, enter a "+" as the last character on the initial line. The entire address may be up to 512 characters.

For example:
TO: A=ATTMAIL;G=John;S=Doe;O=Accounting;P=XYZ Company
or
TO: A=IBMX400/G=John/S=Doe/O=Accounting/P=XYZ Company

Any of the following labels will be acceptable on expert-addressed messages from MCI Mail to X.400 PRMDs and ADMDs:

Address Field	X.400 Labels
Country Name	C
Private Domain	P, PR
Organization Name	O, OR
Organization Unit	OU1, OU2, OU3, OU4, U, UN
Surname	S, SU
Given Name	G, GI
Initials	I, IN
Generation Qualifier	Q, GE
Domain Defined Attributes	DDA

MCI Mails simplified Structured Addressing however provides all of the prompts for you, one at a time. With structured addressing, an INTERACTIVE MCI Mail user types (X400) at the TO: or CC: prompt. This automatically generates the an EMS: prompt for you to enter the ADMD or PRMD name (see the list in the next artivle). MCI Mail then prompts for every other address field. You simply fill in the fields needed for the recipient. Structured addressing is available for interactive MCI Mail users only.

Here is an example of structured addressing. The underscored text

represents what the you type. The rest is generated by MCI Mail:

```
TO:  (X400)
------
EMS: Telemail
--------
Destination is:
A=Telemail

Enter recipient's detailed mailbox address information.
Press {ENTER} to skip a field.

Given Name (G):                      Jane
----
Initial (I):

Surname (S):                         Doe
---
Generation Qualifier (Q):

Organization (O):                    Marketing
---------
Organizational Unit (OU1):

Private Management Domain (PRMD):    ABC Company
-----------
Domain Defined Attribute (DDA) Type:

Domain Defined Attribute (DDA) Value:
```

>>>>>>>>>>>>>>>
X.400 UPDATE #2
>>>>>>>>>>>>>>>

MCI Mail has added 10 more X.400 interconnections. The new gateways are marked with a "**" after the listing.

MCI Mail is currently commercially interconnected with 59 public messaging services world wide.

X.400 interconnects:

Country	ADMD Name	Service Provider
United States (US)	ATTMAIL	AT&T; Easylink Services
United States (US)	BELLSOUTH	Bell South
United States (US)	COMPUSERVE	Compuserve
United States (US)	DIALCOM	BT North America
United States (US)	EMBARC	Motorola
United States (US)	IBMX400	Advantis
United States (US)	INFONET	Infonet
United States (US)	MARK400	GE Information Services
United States (US)	PACBELL	Pacific Bell

United States	(US)	TELEMAIL	Sprint
United States	(US)	WESTERN UNION	AT&T; Easylink Services

Australia	(AU)	OTC	Telstra
Australia	(AU)	TELEMEMO	Telstra
Australia	(AU)	TELSTRA	Telstra **
Austria	(AT)	ADA	Radio Austria Comm.
Belgium	(BE)	RTT	Belgacom
Brazil	(BR)	EMBRATEL	Embratel
Brazil	(BR)	EMBRATEL.INTL	Embratel
Canada	(CA)	TELECOM.CANADA	Stentor
Chile	(CL)	TOMMAIL	VTR Telecomunicaciones
Costa Rica	(CR)	RACSAMAIL	Radiografica Costarricense
Denmark	(DK)	DK400	Telecom Denmark
Denmark	(DK)	TELDK	Telecom Denmark
Finland	(FI)	ELISA	Helsinki Telephone **
Finland	(FI)	MAILNET	Telecom Finland
France	(FR)	ATLAS	Transpac France
France	(FR)	MISSIVE (*)	French Cable et Radio
Germany	(DE)	DBP	Deutsche Bundespost Telekom
Germany	(DE)	GEONET (*)	GeoNet Mailbox systems
Iceland	(IC)	ISHOLF	PT Iceland **
India	(IN)	VSNB	VSN
Ireland	(IE)	EIRMAIL400	Eirtrade
Italy	(IT)	MASTER400	Teleo
Italy	(IT)	MASTER400T	Teleo
Italy	(IT)	OMEGA400	Italcable
Italy	(IT)	PTPOSTEL	PT Italia
Japan	(JP)	ATI	ACE Telemail
Japan	(JP)	KDD	KDD
Korea	(KR)	DACOMMHS	DACOM Korea
Korea	(KR)	KT	Korea Telecom **
Netherlands	(NL)	400NET	Unisource Bus. Networks
New Zealand	(NZ)	SYNET	Synet Communications **
Norway	(NO)	TELEMAX	Telepost
Portugal	(PT)	MARCONI-SVA	Marconi SVA
Russia	(SU)	SOVMAIL	Sprint Networks **
Singapore	(SG)	SGMHS	Singapore Telecom

Spain	(ES)	MENSATEX	Telefonica Services
Sweden	(SE)	400NET	Unisource Bus. Networks
Sweden	(SE)	SIL	Scandinavian Info Link
Switzerland	(CH)	ARCOM	Swiss PTT
Switzerland	(CH)	ITU (*)	ITU Geneva (* via ARCOM)
Taiwan	(TW)	PIPMAIL	DCI **
U.A.E.	(AE)	EMNET	Emirates Telecommunications **
United Kingdom	(GB)	BT	BT plc
United Kingdom	(GB)	CWMAIL	Mercury Communications **
United Kingdom	(GB)	GOLD 400	BT plc
United Kingdom	(GB)	TMAILUK	Sprint Int'l UK **

>>
WORDPERFECT OFFICE NATIVE ACCESS INTO MCI MAIL
>>

MCI and WordPerfect have announced an alliance to collaborate on the integration of WordPerfect Office into MCI Mail.

Essentially, WordPerfect Office post offices will be incorporated into the MCI Mail network enabling WordPerfect Office users on a LAN as well as travelling users (using Wordperfect Office Remote) to exchange messages with MCI Mail users and otherconnected public e-mail services.

These capabilities will greatly simplify messaging among mobile users and facilitate the creation of "virtual global networks" by corporate users. For example, mobile professionals such as field representatives could easily exchange messages with other WordPerfect Office users, including co-workers and customers, via MCI.

These messaging services are expected to be available in the second quarter of 1994 for all users of WordPerfect Office 4.0. This includes users operating from a LAN environment and mobile users utilizing WordPerfect Office Remote.

A similar planned connectivity for CC:Mail was announced in September, and included all cc:Mail Mobile and cc:Mail Remote users, including users of the recently announced HP100LX palmtop computer, which has cc:Mail Mobile embedded in ROM.

More information on both WP Office and cc:Mail conections to MCI Mail will follow in future PEN newsletters.

>>>>>>>>>>>>>>>>>>>>>>>
HOLIDAY GREETINGS BY FAX
>>>>>>>>>>>>>>>>>>>>>>>

Through the end of the year, you can send holiday greetings to friends and associates with a "Seasons Greetings" graphic printed on your Fax Dispatch messages*. The graphic is available to all MCI Mail subscribers with ADVANCED service.

The graphic shows a globe surrounded by holly, a ribbon on top, with the words "Seasons Greetings" and "PEACE" superimposed on it. Send one to your own fax machine to see what it looks like.

To use the graphic, enter FORM:HOLIDAY at the Handling prompt.

It costs only $.50 for a fax sent to any domestic location if you keep the text of your holiday message to 6 lines or less.

If you do not know how to send a Fax Dispatch message, send us a note telling us what communications program you use and we'll e-mail the instructions to you.

PS..... If you want something special for the Holidays, Santa Claus is on MCI Mail - MCI ID:347-2833.

* Also available for both postal and courier hardcopy messages

>>>>>>>>>>>>>>
TILL NEXT TIME
>>>>>>>>>>>>>>

During the year to come,
may you enjoy good health and happiness,
may peace reign over our country and throughout the world,
may you have a kiss from your beloved, a smile from a child, a warm,
cozy house with the aroma of good food baking in the oven, wise
governors and merciful tax collectors, companionship of good
friends and helpful neighbors,
may you enjoy the fruits of your labors, celebrate birthdays and
anniversaries, may the sun shine on your face,
may your see a rainbow, hit a homerun with the bases loaded,
may your enjoy giving charity with a free hand,
may you have an umbrella whenever it rains,
may your coming year be a happy, healthy and prosperous one for
you and your loved ones.

Author Unknown